

IMPROVED SAFETY STANDARDS BRING SWEET SUCCESS

ABOUT CALIBRE, DEREK. Tropilicious is a gourmet ice cream and sorbet company based in Honolulu, Hawaii. Founded in 1995, the company gained a reputation for its premier sorbets by using fresh and local ingredients to produce uniquely Hawaiian flavors, such as lycee, lilikoi, mango and pineapple. While the sorbets were very popular, customers started to voice their interest in an ice cream product line, and Tropilicious responded to demand. Today, the company is a popular ice cream shop and distributor.

THE CHALLENGE. After occupying the same manufacturing facility for ten years, Tropilicious management decided it was time to update and move their entire facility to better accommodate the changing needs of the business. They settled on a location and began the task of designing a production facility that met both the demands of customers and the requirements of state and federal food and safety regulators. As a food manufacturer it was imperative that the company produce its ice cream and sorbet in accordance with all health and safety guidelines. The new facility would need to meet all HACCP (Hazard Analysis and Critical Control Points) requirements, and Tropilicious would need to educate the entire staff on HACCP processes and methodology.

MEP CENTER'S ROLE. Tropilicious management was looking for assistance with HACCP training and certification. Through a conversation with Lori Wong, a community college culinary instructor, the company learned about INNOVATE Hawaii, part of the MEP National Network™. INNOVATE Hawaii offered to provide a company-wide HACCP training class for Tropilicious, led by Ron Vail, a consultant with ACET Global Consulting. The on-site training was more cost-effective than out-of-state alternatives, and the facilitator successfully established an awareness of the importance of food safety throughout company.

Next, INNOVATE Hawaii helped Tropilicious to assemble a professional HACCP team and create a flow chart of operations to identify hazards, working closely with company leaders during each step of the HACCP certification process. Obtaining HACCP certification helped Tropilicious retain and increase sales, positioning the company for success at the new facility.

"We are very thankful for the help and guidance provided by INNOVATE Hawaii. The assistance their team provided to our small business is truly priceless. We highly recommend the services of INNOVATE Hawaii for all local food manufacturers that are in need of specialized assistance."

-Lois Shimabukuro, General Manager

RESULTS



Assembled and trained **6** personnel



Company-wide training created awareness of food safety



HACCP certification met food safety and customer requirements, increased/retained sales



Onsite training more cost effective than sending HACCP team offsite

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